Amendments to the Specification:

Page 1 spanning over to page 2, please replace the paragraph as follows:

A1

For a larger company, it is possible that several different providers are accessible through a plurality of channels to obtain various types of data communications service. For example, it is possible to have channels through an incumbent local exchange carrier, such as one of the legacy providers, like AT&TJ. The company may also have a channel for competitive local exchange carriers, such as COVAD. There may also be channels from internal information technology support and external information technology providers. Internet service providers may also be connected. The company may also have more than one access devices such as voice band modems, any one of a set of new technologies which provide high speed data transmission such as HDSL, ADSL, SDSL, IDSL, or VDSL or a cable modem.

Page 4, the second full paragraph, please replace as follows:

A2

Referring now to the drawings, wherein like reference numerals designate identical or corresponding parts throughout the several views, and more particularly to Figure 1 thereof, wherein a block diagram of the system 10 is shown. A user interface 12 is provided so that the user can input information for the databases and input other information regarding other variables such as the type of use for the connection. Any additional quality requirements can also be input by the user. In addition, when a decision has been made as to the most appropriate provider, this will be displayed to the user through the interface so that he may accept or reject the

A2 suggestion. The user may also input a decision manually if ~~he~~ the user is not happy with the suggested provider.

Page 5, the third paragraph spanning to page 6, replace as follows:

A3 Another part of the resource database is the resource basic information 20 which includes basic information regarding each provider such as the maximum and minimum bandwidth, the value added service provided and so on. A third part of the database includes billing policies 22 of the providers. Such policies may be complex and may be time dependent, duration dependent or dependent on the amount of information. A fourth part of the database includes selection priorities 24 which can be input manually by the user or may be set by the result of a history normalization. Other parts of this database may also be included to provide any additional information regarding the providers which may be of interest to the decision.

Page 9, first full paragraph spanning over to page 10, replace as follows:

A4 Figure 2 shows a system which is a specific implementation of the system of Figure 1. This arrangement may be appropriate for a residential user with a limited number of providers from which to choose ~~from~~. The general arrangement of elements is similar to that shown in Figure 1. The system 50 is shown as including a user interface 52 which corresponds to interface 12 in Figure 1. A service requirements database 54 is similar to the quality of service database 14 in Figure 1. In this case, the database lists the requirements for the services which are available to this residential user. A connections database 56 is similar to the resource database 16 in Figure 1. It also includes four parts including line condition data in

58, connection information in section 60, billing policies in section 62 and selection priorities in section 64. These four correspond to sections 18 to 24 in Figure 1. However, they are directed to a much smaller number of possible connections. The connections database is also assembled in two phases. In the initialization stage, information is input through the user interface. Similarly, if a new connection is added it is also input manually. The second phase involves on-line tracking using a tracking and logging agent 66. The tracking and logging agent is similar to agent 26 shown in Figure 1. Also, the connection monitor 68 monitors the state of various connections in a fashion similar to monitor 28 in Figure 1. Time and date agent 70 is similar to the same agent 30 in Figure 1. The decision making agent 72 and associated decision making criteria 74 and decision making logic 76 are similar to the same circuits 32-36 shown in Figure 1. A connection set-up agent 78 provides a connection with the selected provider in a similar fashion to the implementation agent 38 in Figure 1. Also, the scheduled connection agent 80 provides a schedule for connecting to various providers in the future in a similar fashion to scheduled item agent 40 in Figure 1. Thus, this system operates in a similar fashion to Figure 1 in that basic information about the various providers is provided through the interface. The decision making agent draws on the decision making logic and the decision making criteria to provide a logic scheme for making the decision. Databases 54 and 56 provide information about the providers so that a decision can be made based on these parameters. Once a decision is made, it is displayed to the user so that he can accept it or indicate his different choice. The result is then either scheduled in agent 80 for later connection or connection set-up agent 78 provides the connection at that time.

A4

Page 11, the second full paragraph, replace as follows:

Figure 3 shows the basic steps of making a decision using the system shown in Figure 1. In step 100 the user indicates ~~that he wishes~~ a desire to make a connection and also provides some information about the particular job situation and the necessary parameters associated therewith. These parameters might include the length of time estimated for a connection, the importance of the information, the necessity for security and the timeliness of the information.

A5